

**CITY OF CARLSBAD
CLASS SPECIFICATION**

**JOB SERIES: CLIENT SYSTEMS ASSOCIATE
ADMINISTRATOR, CLIENT SYSTEMS ADMINISTRATOR**

DEPARTMENT: INFORMATION TECHNOLOGY

Distinguishing Features and Summary Description:

The primary objective of this job series is to provide direct support for client systems and resolve technical problems in the installation and maintenance of personal computers, printers, peripheral devices and mobile devices. Many of the duties in this job series are centered on providing direct support for client systems.

The **Client Systems Associate Administrator** works independently with occasional instruction or assistance as new or unusual problems arise. The Client Systems Associate Administrator is expected to be fully aware of standard operating procedures to resolve end user problems. The **Client Systems Administrator** is the senior in this job series and performs at a lead and/or supervisory level and provides client systems support for client computer activity throughout the City. The Client Systems Administrator is responsible to research unique solutions to client computer problems and performs custom installation packaging to deploy software applications and system configurations.

Essential Duties and Responsibilities: The following duties are typical for this job series. Incumbents may perform some but not all of the listed duties and may be required to perform additional duties from those listed below to meet the City's business needs and changing operating practices. Other duties may be required and assigned.

CLIENT SYSTEMS ASSOCIATE ADMINISTRATOR

Provides support to end users to resolve problems and maintain proper utility for personal computer, laptop and mobile device operations.

Provides proper working operations and quality support for peripheral devices including local network printers, plotters, faxes, scanners, all in ones, etc.

Ensures client software operate effectively.

Installs and tests personal computers, printers, and other peripheral devices.

Performs basic contract management on desktop hardware and maintenance contracts.

Provides user training on new products, applications and devices.

Sets up mobile devices for customer use and provides technical support for related issues.

Configures operating systems, shrink-wrap programs, and applications software programs.

Performs password resets; may use tools to assign passwords, create user accounts, and assign access rights.

Supports policies for laptops and peripheral device utilization and enforces desktop standards.

Utilizes imaging tools to deploy client devices.

Ensures operating structures for small network functions related to client device operations.

Manages projectors and other multi-media devices located in staff meeting rooms.

Performs station network cabling.

Performs system support for small and niche applications.

Troubleshoots small network based switches, routers and wireless access points as directed.

Assists with system security to avoid violating firewalls and other system security i.e. internet access.

Makes decisions regarding replacement of equipment; use of specialty software; changes to desktop support procedures; planning the deployment of new personal computer assets; laptop and desktop standards.

Determines types and sizes of personal computers in relation to user specifications.

Identifies suppliers; performs request for bids; obtains proposals and quotes; encumbers funds to acquire goods and services. Purchases client devices as directed.

Assumes responsibility for vendor communications when vendor is unable to resolve problems.

Assists with asset lifecycle management - acquisition – deployment – obsolete processing.

Documents and tracks support activity and records of equipment and software as necessary.

Consults with; acts as liaison and coordinates meeting with vendors and IT staff as needed.

Provides guidance to those with less experience.

CLIENT SYSTEMS ADMINISTRATOR

Performs Associate Administrator duties in addition to:

Performs the role of supervisor; assigns work; authorizes timesheets; provides performance input.

Creates complex application packaging for automated deployment.

Ensures hardware and software assets are tracked throughout their useful life.

Assists in management of organization wide Active Directory.

Collaborates with the Network Group to establish and maintain user group policies consistent with operating standards.

Manages the annual cycle for replacement of personal computers.

Manages processes for appropriate citywide application upgrades.

Manages wireless device configuration.

Makes recommendations on the budget for annual computer installations, replacements and software management tools.

JOB SERIES KNOWLEDGE AND ABILITIES

Client Systems Associate Administrator

- Knowledge of Microsoft Windows Operating Systems
- Knowledge of PC hardware
- Installation and maintenance of personal computer hardware
- Basic Information Technology terminology such as IP addresses
- Knowledge of network connectivity and VPN support are preferred
- Knowledge of technology life cycles
- Knowledge of modern practices for application deployment
- Knowledge of computer network operations of limited to moderate scope
- Ability to provide customer service in person, via remote control technologies and over the telephone

- Ability to troubleshoot personal computer hardware and software and provide repair
- Ability to troubleshoot local/network printers
- Ability to troubleshoot end user network access
- Ability to perform basic purchasing
- Ability to work independently with occasional supervision

Client Systems Administrator

Knowledge and abilities required of the Client Systems Associate Administrator in addition to:

- Knowledge of basic supervisory practices
- Knowledge of basic forecasting and budget processes
- Knowledge of computer network operations of moderate to advanced scope
- Knowledge of Windows Server Operating Systems, and the TCP/IP protocol
- Knowledge of network management protocols and related tools
- Knowledge of network-based application software such as Email and other collaboration applications
- Ability to perform unique application deployment
- Ability to analyze and diagnose problems effectively
- Ability to establish best practices for purchasing of personal computers, printers and other devices and equipment
- Ability to assist in the planning and designing of personal computer support systems

JOB SERIES EDUCATION AND EXPERIENCE:

Client Systems Associate Administrator

Bachelors of Science or Arts degree from an accredited college in a related discipline and 2 years of experience troubleshooting end user problems in a help desk environment.

Client Systems Administrator

Education and Experience required of the client Systems Associate Administrator in addition to:

Bachelors in Management Information Systems, Computer Science or Information Technology or a related discipline and 3 years experience administering, deploying, maintaining, and securing a City-wide help desk operation (mid-size network). In addition, experience in testing PC/LAN technologies and computer system applications and 1 year serving in the capacity as a technical lead or supervisor are preferred.

ESSENTIAL FUNCTIONS FOR JOB SERIES:

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Language Ability:

- Requires ability to compare, count, differentiate measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data. Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations. Needs to be able to use a variety of descriptive data and information such as: a variety of plans, resolutions, maps, reports, computer software operating manuals, procedures, guidelines, and routine correspondence.
- Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with City personnel at all levels; consultants; vendors; and the general public.
- Needs the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability: Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability: Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

Physical Requirements:

- Needs to be able to operate equipment with some requiring rapid adjustments such as a computer keyboard and terminal, digitizer, plotter, printers, photocopier, calculator, drafting instruments. Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Needs to be able to recognize and identify degrees of similarities or differences between characteristics of colors, textures, and forms associated with job-related objects, materials, and tasks.
- Functions may require sitting for prolonged periods of time; the ability to exert light physical effort involving lifting, carrying, pushing and pulling of up to 30 pounds. Needs to be able to perform frequent downward or

upward flexion or turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.

- Job entails walking, standing, bending, stooping, climbing, reaching at and above shoulders and twisting at the waist. On an infrequent basis, the incumbent must be able to squat, kneel, and/or work while reclined. May be exposed to loud noises during field visits.
- Overtime and attending meetings outside regular work hours may be required. Work environment is professional and team oriented. This position is impacted by urgent time deadlines due to various reporting and filing requirements. Positions in Public Safety involve support of a 24/7/365 days environment and/or duties to support the Safety Department or City emergency operations.
- There is some repetitiveness in program coding, a need for extreme accuracy, and paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.
- Must be able to drive and maintain a California Class C Driver's license or ability to arrange transportation for fieldwork or visits to other City facilities.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the City and the needs of the City and requirements of the job change.

The City of Carlsbad is an Equal opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

DATE APPROVED: August 2008